

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
March 12, 2003**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Griffin/Rice)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)
- Review of Service Level Descriptions (Griffin)

**Action Items**

Previous Action Times	Status
None	

New Actions from the March 12 Meeting	Assigned To
No new actions.	

**Support Center Items (T. Griffin/P. Rice)**

The Exchange user list was reviewed with no actions.

February performance measures were reviewed. Email has been operational 100 percent of the time for 25 consecutive months. The percentage of calls resolved by the first phone analyst by the end of the first call and the percentage of medium calls resolved within 4 hours have dropped this month. New call specialists were hired in January and are in the training process. Along with the long-term absence of another call specialist on medical leave, this is the likely cause of the percentage decrease. The numbers are expected to increase as the new personnel become more familiar with the SC environment. The performance measure on remote access is also expected to increase once the new remote access solution is in place.

Pat Rice provided an update on the remote access project, which replaces the current dialup system with secure web-based access. Users can access network files anywhere there is Internet connectivity. The new solution also provides access to network drives, Microsoft applications, and full access to email. The phased rollout of the new remote access has begun and the target date for current users to begin using the new solution is March 15, when the current phone access linkup (PAL) mechanism is cut off by the DOE Chief Information Officer (CIO). An email has been sent to all current PAL users and deskside visits are planned over the next three days. Users who have an urgent need for remote access this weekend should contact SCSC to ensure they receive instructions and a deskside visit. Information and instructions will be distributed to all SC users once it is determined that all former PAL users have been cut over to the new solution.

**Status on CIO Consolidation/Other Issues (T. Griffin)**

The Extended Common Integrated Technology Environment (eXCITE) project is underway under the direction of the DOE CIO. The eXCITE comparison of services information has been prepared and will be provided to Dr. Orbach, who will then meet with the DOE CIO, Karen Evans, in April. SC would like to be granted a waiver from the consolidation through fiscal year 2004.

**Review of Service Level Descriptions (T. Griffin)**

CIAG members finished the review of the service level descriptions (SLDs) that are in the FY 2003 Operating Plan to identify changes or improvements that could be made in the way services are provided. Over the past years, the CIAG has made 59 decisions that affected the way services are provided. SC-1 Homepage Support, Hardware

Loaner Pool, Flexiplace Workstation, and New IM Project SLDs were reviewed with minor changes, which will be incorporated and provided to the CIAG for approval.

## Other Issues

Marv Stodolsky requested information on the user satisfaction level of loaner pool laptops, which were chosen by the CIAG. There is some interest in purchasing the same type of computer for personal use. Ted Griffin will provide that feedback when he discusses the Workstation Refresh project at the next CIAG meeting. He will also provide specifications to anyone who is interested.

The electronic proposal solution in place with the Oak Ridge Institute of Science and Education (ORISE) includes CDs being created and sent to reviewers. A future development effort would be to upload proposals to the ORISE site for reviewer use.

## Proposed March 26 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)
- Workstation Refresh (Griffin)

## Meeting Attendees

Name		Organization	Contact Information
<b>Dilworth–Chair</b>	<b>Greg</b>	<b>SC-14</b>	<b>3-2873</b>
<b>Rice – Exec Sec</b>	<b>Pat</b>	<b>SC-41</b>	<b>3-4556</b>
Albaugh	Brenda	SC-41	3-6578
Beall	Jeanne	SC-41	3-4587
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475